

MINUTES OF THE
MAG 911 OVERSIGHT TEAM MEETING

November 4, 1999
MAG Office Building, Ocotillo Room
Phoenix, Arizona

MEMBERS ATTENDING

Harry Beck, Phoenix Fire Department,
Chairman
Jim Gibson, Glendale Fire Department
Shelly Bunn for David Hendershott,
Maricopa County Sheriff's Office
Dennis L. Donna for Fred Conway, Mesa Police
Department

Peter Ramsay, Peoria Police Department
Gerd Kurtenbach, Phoenix Police Department
Ramsey Beckstead for Helen Gandara-Zavala,
Scottsdale Police Department
Cliff Jones, Tempe Fire Department
Rick Patscheider, Tolleson Police Department

*Those members neither present nor represented by proxy.

OTHERS PRESENT

Larry Beauchat, ADOA
Valerie Day, MAG
Mary Dysinger-Franklin, Phoenix Fire Dept.
Barbara Jaeger, ADOA

Sarah Joshua, MAG
Jean Maiocco, Maricopa County Sheriff's Office
Michael Self, Peoria Police Department
Jim Wortham, Phoenix Fire Department

1. Call to Order

The meeting was called to order by Chairman Harry Beck at 2:37 p.m.

2. Approval of the May 20, 1999 Meeting Minutes

Gerd Kurtenbach moved, Shelly Bunn seconded, and it was unanimously carried to approve the minutes of the May 20, 1999 MAG 911 Oversight Team meeting.

3. MAG FY 2001 PSAP Equipment Funding Request and MAG FY 2001-2005 PSAP Equipment Program

Mary Dysinger-Franklin handed out a revised matrix of the FY 2001 PSAP Equipment Funding Request. She summarized the equipment requests from Apache Junction Police Department, Chandler Police Department, Goodyear Police Department, Luke Air Force Base, Mesa Police Department, Phoenix Police Department, and Scottsdale Police Department, totalling \$1,664,500. Ms. Dysinger-Franklin stated that the revised matrix reflected an adjustment from \$6,700 to \$2,500 per month maintenance for Phoenix Fire Department software. This resulted in an adjustment for the fiscal year from \$5,870,900 to \$5,820,500.

Chairman Beck asked if Phase One had been taken into account. Mr. Wortham replied that it had not. Chairman Beck asked if there were any questions. Mr. Wortham commented that implementation of wireless enhancement would have a great impact on fiscal years 2002-2003.

Hearing no further discussion, Chairman Beck asked for a motion to recommend approval of the MAG FY 2001 PSAP Equipment Funding Request and MAG FY 2001-2005 PSAP Equipment Program. Gerd Kurtenbach moved, Dennis Donna seconded, and the motion unanimously carried.

4. Y2K Technical Deployment Support

Mr. Wortham stated that a great area of concern is the call overflow and routing of 911 calls on New Year's Eve. He stated that a decision to turn off the call overflow feature was made by the Technical Subcommittee and supported by the PSAP Managers Group in response to concerns that the PSAP receiving overflow calls would be overwhelmed. Mr. Wortham remarked that, in the event the trunks get busy, callers will get a fast busy, rather than the call being re-routed. Mr. Kurtenbach commented that turning off the call overflow feature worked well last New Year's Eve. Mr. Wortham stated that over 3,000 calls are expected in the first half hour and queue time is estimated at no longer than nine seconds. He indicated that the feature would be turned off during the week of December 13, 1999 and turned back on during the week of January 10, 2000. Chairman Beck remarked that the only calls impacted would be during overflow situations.

Chairman Beck asked about plans for educating the public about using 911 on New Year's Eve. Mr. Kurtenbach replied that Public Information Officers in each city could begin to inform the public regarding 911 calls. He stated that he would contact Jeff Halstead from the City of Phoenix to contact Mr. Wortham. Cliff Jones expressed appreciation to Mr. Wortham on the work he has done on preparations for New Year's Eve.

5. Dispatcher Certification and Training Standards

Chairman Beck noted that Chief Gordon Gartner from the Payson Police Department was not able to attend the meeting, as scheduled. He said that the Arizona Chief's Association requested that Chief Gartner put together a group to study the process for certification of dispatchers. Chairman Beck commented on the difficulty of attracting and maintaining communications officers. He noted that retirement and pay are key areas of concern in retaining employees. Chairman Beck indicated that community colleges, fire, and police comprise the committee that will put together a curriculum to provide professional certification.

Chairman Beck stated that APCO is in an effort to establish 911 certification, which can then be used as a basis and tailored to adapt to local challenges. He indicated that developing the support of our cities may be needed. Jim Gibson asked how the 911 operators are different from dispatchers. Mr. Kurtenbach explained that all are included as communications officers. He stated that separation or differences in classification could vary from city to city.

Barbara Jaeger handed out a memo from Lynne Feller, a member of the certification team. She stated that this memo would provide an overview of goals written by the committee.

Chairman Beck stated that he would like to recognize former Chairman Roy Levenda. Cliff Jones stated that Chief Levenda will retire in January and suggested a plaque be given to Chief Levenda

in recognition of his service to the region. Mr. Wortham indicated that the plaque could be presented at the December Regional Council meeting. Mr. Jones stated that he would like to be notified of the presentation.

Mr. Wortham spoke about Phase One implementation costs. He stated there is much opposition to locating calls. He commented that Phase One would better serve the citizens. Mr. Wortham summarized the benefits of Phase One. Mr. Wortham stated that Phase One budget prices should be firmed up by 2002.

Ms. Jaeger gave an update on Tucson Phase One. She said that ADOA asked them to participate in this program. Ms. Jaeger stated that the City has been working with vendors and mentioned that some problems have occurred with cellular provisioning. She said the ADOA is tracking costs. At the last Legislative session, the 911 statute was implemented that wireless be approved by the Joint Legislative Budget Committee. She indicated that the biggest issue is liability.

Chairman Beck asked if long term funding had been identified. Ms. Jaeger replied that Flagstaff and Prescott will be fixed first since a high percentage of their calls are wireless. Larry Beauchat commented that a tax increase is not possible because of the budget surplus.

Mr. Wortham commented that there are many different components within the wireless implementation process. There is a network enhancement requirement that will provide the wireless caller's phone number into the 911 network, a modification as to the ALI data retrieval that identifies the caller's name, and an upgrade to the data transport into the PSAPs within the system. Also, there are wireless site location/cell face information issues that are yet to be resolved.

Mr. Beauchat stated that the Joint Legislative Tax Commission has been sunsetted. Ms. Jaeger stated there is a cap for wireless identified in the legislation and it has not been raised to the full 20 cents per subscriber. She said that the fund has increased approximately \$1.1 million per year due to wireless.

There being no further business, the meeting was adjourned at 3:25 p.m.